

Complaint by Waverley tenant upheld by Housing Ombudsman Service in 2021/22

Details of complaint	Outcome	Lessons learned/action taken
<p>Tenant dissatisfied with Waverley's response regarding their:</p> <ul style="list-style-type: none">• Reports of a leak and subsequent repair and redecoration works• Request for compensation for damage to the tenant's property	<p>Waverley recommended to re-offer the £400 compensation previously refused by the tenant, and reimburse the tenant if they carried out further ceiling works on the basis of £26 per square metre.</p>	<p>Waverley needs to ensure that compensation claims are responded to in line with its compensation policy - <i>now under review</i>.</p> <p>Accurate records to be kept regarding repairs and in particular where the out of hours service is involved. <i>Advice to relevant officers in preparation</i>.</p> <p>Waverley to consider having a repairs policy in place with reference to the HOS spotlight report on complaints about repairs –<i>now under consideration</i>.</p>

Details of complaint	Outcome	Lessons learned/action taken
<p>Tenant dissatisfied with the Council's offer of compensation in respect of detriment caused following its agreement to carry out adaptations at the property.</p>	<p>Council ordered to reimburse the tenant £400 for work in the kitchen which the tenant had already paid for and pay compensation of £1,155 for the inconvenience, frustration and distress suffered during the course of the adaptation work.</p> <p>Council to carry out a learning exercise by engaging with the contractor that supervised the wetroom to explore further how the service failings came about.</p>	<p>Lessons learned as a result of the complaint discussed in detail with the Council's new contractors, Iam Williams.</p> <p>Agreed that the service failings were due to poor communications and a lack of management by both the former contractor and their sub-contractor.</p> <p>Following actions agreed:</p> <ul style="list-style-type: none"> • Each installation will be treated as a "project" – tasks to complete the installation of a shower will be broken down and given owners and time targets. • The installation "project" will be explained in detail to the tenant including the timings and possible disruption. • A risk assessment will be undertaken to identify the level of supervision / oversight is required i.e. the more complex the job the more supervision is required. • The contractor will have a "project manager" who manages the installation of the shower by the subcontractor. • The project manager will liaise daily with the subcontractor to monitor progress. • The project manager will also liaise with the tenant informing them of any delays. • Appointment of a client officer (Aids and Adaptions Officer) who will monitor the progress of the work and carry out inspections in line with the risk assessment.

		<ul style="list-style-type: none">• The tenant to be given the client's contact details to enable them to escalate any concerns.• The works will be post inspected by the project manager and the client.• The tenant will be asked to complete a satisfaction survey• The Contract Manager's monthly performance report to the Operations Manager will include a section on aids and adaption works, identifying any service delivery issues.
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